

## REGISTERED NURSE, MEDICAL OUTPATIENTS

### 1. PURPOSE OF POSITION

The Registered Nurse for Medical Outpatients will provide optimum care utilising nursing knowledge and skills to patients within the Outpatient department. The Medical Outpatients Department encompasses Physician Clinics, Dermatology and Phototherapy clinics as well as medical diagnostic tests.

### 2. ORGANISATIONAL VALUES

The Taranaki District Health Board's (DHB) our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Taranaki DHB's values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Taranaki DHB values are:

<b>Partnerships</b>	WHANAUNGATANGA	We work together to achieve our goals
<b>Courage</b>	MANAWANUI	We have the courage to do what is right
<b>Empowerment</b>	MANA MOTUHAKE	We support each other to make the best decisions
<b>People Matter</b>	MAHAKITANGA	We value each other, our patients and whanau
<b>Safety</b>	MANAAKITANGA	We provide excellent care in a safe and trusted environment

### 3. DIMENSIONS

<b>Reports to:</b>	Clinical Nurse Manager, Oncology and Medical Outpatients
<b>Number of people reporting to you</b>	0
<b>Financial limits authority</b>	0
<b>Operating Budget</b>	0

### 4. WORKING RELATIONSHIPS

External	Internal
Ministry of Health	Consultants
Other DHB's	Medical Physicians
ACC	CNM Cardiology & Respiratory OPD
General Practitioners (GP)	CNM Renal
Sleep Tech Taranaki	CNM Oncology and Medical Outpatients
Visiting Specialists	Medical Clerical Lead

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	Other Departments/ Wards Radiology Referring Clinicians Endoscopy Cancer coordinators Medical Booking office
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### 5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<b>1. Clinical Duties</b>	<ul style="list-style-type: none"> <li>• Able to undertake assessment and management of patients in a safe effective, timely and appropriate manner to maximise patient wellbeing.</li> <li>• Management and coordination of medical Outpatient clinics.</li> <li>• Management of Dermatology and phototherapy Outpatient and minor Ops Clinics.</li> <li>• Management and undertaking fibro scanning clinics.</li> <li>• Patient care meets the standards of nursing practice.</li> <li>• Health promotion activities are undertaken relevant to patients, and the health care setting.</li> <li>• Care is customer focused and planned with regard to ethnic, cultural, religious and other individual needs.</li> <li>• Patient management data is regularly assessed for future planning and enhancement of care.</li> <li>• Patients, and where appropriate their families, are involved in the planning of care and are kept informed at all appropriate stages.</li> <li>• The multidisciplinary team is given access to the patient to achieve maximum wellbeing.</li> <li>• The role of patient advocate is undertaken to ensure procedures and care is appropriate.</li> <li>• Able to respond appropriately in an emergency.</li> <li>• Take responsibility for patient care.</li> </ul>
<b>2. Customer Service</b>	<ul style="list-style-type: none"> <li>• Function competently within skill levels.</li> <li>• Use assessment skills to plan and implement appropriate patient care.</li> <li>• Evaluate the effectiveness of care and treatment.</li> <li>• Co-ordinate care with other health personnel to ensure quality service.</li> <li>• Provide a friendly secure environment to overcome patient fear and stress.</li> <li>• Communicate with patients, relatives and staff in an open, friendly, clear, effective and helpful manner.</li> <li>• Demonstrate cultural sensitivity.</li> <li>• Maintain patient confidentiality and protect their right to privacy.</li> <li>• Update IBA/Concerto patient information as required.</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
<p><b>Health Equity</b></p>	<p>The TDHB strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> <li>• the Pae Ora Framework which requires:               <ul style="list-style-type: none"> <li>○ Demonstrating the principles of Partnership, Participation and Protection under the Treaty of Waitangi;</li> <li>○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the TDHB Pae Ora Framework, Appendix 1;</li> <li>○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori;</li> <li>○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy;</li> <li>○ Ensuring appropriate health literacy responses are used for effective engagement with Māori;</li> </ul> </li> <li>• You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the TDHB Ethnicity Data Collection Policy and procedures;</li> <li>• You must attend the Cultural Competency training provided by and for staff of the TDHB including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Maintains a safe and healthy environment</li> <li>• Complies with health &amp; safety policies and procedures</li> <li>• Carries out work in a way that does not adversely affect their health and safety or that of other workers</li> <li>• Complies with procedures and correctly use personal protective equipment and safety devices provided</li> <li>• Contributes to hazard identification and management process</li> <li>• Reports accurately near misses/incidents/accidents in a timely manner</li> <li>• Participates in health and safety matters</li> </ul>
<p><b>Personal Development</b></p>	<ul style="list-style-type: none"> <li>• Fully contributes to the individual’s team performance and is committed to identify and pursue opportunities for developing new knowledge and skills.</li> <li>• Participates in the “my feed back” process where personal performance and development is reviewed.</li> </ul>

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Organisational Accountabilities	Expected Outcome for all employees
	<ul style="list-style-type: none"><li>• Up to date PDRP</li><li>• Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.</li></ul>

### 6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

### 7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the Cardiology and Respiratory Outpatient team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<b>Effective Communication</b> Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making
<b>Decision Making/Problem Solving</b> Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.
<b>Innovation/Initiative</b> Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.
<b>Resilience/Flexibility</b> Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.
<b>Cultural Safety</b> Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.

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### Capability

#### Teamwork

Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success

## 8. EDUCATION

NZ Registered Nurse with a current APC.

Post Graduate study preferred.

## 9. SKILLS

Demonstrates a commitment to quality assurance, improvement and accreditation principles.

Ability to successfully contribute to the team.

Excellent time management skills and the ability to prioritise.

Demonstrates ability to maintain confidentiality at all times.

A caring professional, sensitive to cultural issues.

Ability to manage a high and varied workload, and provide leadership to staff in demanding situations.

## 10. EXPERIENCE

Clinical knowledge and experience in medical nursing.

Interest in medical diagnostic tests

Interest in Dermatology and biopsy/ minor Dermatology surgical procedure. (there would be scope for the development of Nurse led clinics with the correct skills)